

**2010 CENSUS
U.S. DEPARTMENT OF COMMERCE
Bureau of the Census
Recruiting Bulletin**

OPENING DATE: July 15, 2008
CLOSING DATE: Open Continuously

Recruiting Bulletin No. **29-08-DEC-FL-AMT-3**

POSITION TITLE: Assistant Manager for Technology (AMT)

NUMBER OF VACANCIES: Few

EXCEPTED SERVICE APPOINTMENT: Schedule A Appointment, not-to-exceed one year, with the possibility of an one year extension.

AREA OF CONSIDERATION: All U.S. Citizens in the following counties:

Miami East, FL. (Miami-Dade County) \$19.25/hr.;

Port St. Lucie, FL. (Martin, Indian River, Okeechobee, and St. Lucie Counties) \$18.50/hr.;

Orlando, FL. (Orange County) \$18.25/hr.;

Tampa, FL. (Hillsborough, Hernando, Pasco and Pinellas Counties) \$18.75/hr.;

Jacksonville South, FL. (Nassau, Clay, Putnam, Baker, Union, Flagler, Volusia, Duval and St. John's Counties) \$19.25/hr.;

Sarasota, FL. (Sarasota, Lee, Charlotte, Manatee, Hardee, and Desoto Counties) \$17.00/hr.;

West Palm Beach, FL (Palm Beach County) \$19.00/hr.;

Tallahassee, FL. (FL counties of: Holmes, Jackson, Washington, Bay, Calhoun, Gulf, Franklin, Gadsden, Leon, Wakulla and Liberty Counties; GA Counties of: Seminole, Decatur, Grady, Thomas, Brooks, Quitman, Randolph, Terrell, Lee, Crisp, Wilcox, Worth, Turner, Tift, Ben Hill, Irwin, Clay, Calhoun, Dougherty, Early, Miller, Baker, Mitchell, Colquitt and Cook Counties) \$16.50/hr.;

Ft. Lauderdale, FL (Broward County) \$19.25/hr.

WORK SCHEDULE: This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program.

WHO MAY APPLY: Anyone residing in the area of consideration (see above).

DUTIES: Assistant Manager for Technology (AMT): Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and

automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff. The incumbent is responsible for the paper and automated tracking of property management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct on-site LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit /Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers.

Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the FLD Data Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages trouble-shooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

QUALIFICATIONS: To qualify for the Assistant Manager for Technology position, all applicants **MUST**

1. Pass a written management test; and
2. Have at least the minimum experience in each of the three areas contained in the Evaluation Criteria Attachment. Your experience for all three must be at least at the level described as “c” in the attached Evaluation Criteria Statement for the Assistant Manager for Technology Manager. If you do not have that level of experience for any one of the questions, you are not qualified for the position.

EVALUATION CRITERIA

For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

1. **Experience managing automation functions to support field data collection activities and administrative programs**
2. **Experience demonstrating the ability to manage a time-critical automation support function through subordinate staff.**
3. **Experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization.**

HOW TO APPLY: Each applicant must submit:

1. **An Application: The following formats may be used**
 - a. **Optional Application for Federal Employment (OF-612)**, (See link on Atlanta Regional Employment web page.) **or**
 - b. **A resume** for this position, listing your work duties and accomplishments relating to the job for which you are applying, **or**
 - c. **An Application for Federal Employment (SF-171)** – this form is obsolete but may be used.

Additionally, the following information is needed to evaluate your qualifications and determine if you meet legal requirements for Federal employment. Failure to provide this information may result in loss of consideration.

- Recruiting Bulletin number, title, and lowest grade acceptable.
- Full name, mailing address (including zip code) and day and evening phone numbers (with area code).
- Social Security number
- Country of citizenship (**this Federal job requires U.S. citizenship**).
- Veteran's Preference – Applicants claiming 10-point veteran's preference must submit an SF-15, Application for 10-Point Veteran's Preference, with the required proof (i.e., statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. If the applicant does not provide the supporting documentation for the 10-point preference, but has provided the documentation for the 5-point preference, they will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- Highest Federal civilian grade held (if applicable)
- Highest education level achieved. Specify: name, city, state, zip code (if known), date or expected date (month/year) of completion of degree requirements, type of degree received, and graduate of foreign universities must include proof of foreign education equivalency to an accredited U.S. college/university.
- To qualify based on education, submit a copy of your college transcript, along with your application.
- Paid and non-paid work experience related to the position. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates, hours per week, salary, and indicate if we may contact your current supervisor/employer.
- Job-related: training courses (title and year), skills (e.g., other languages, typing speed, computer software/hardware, tools, etc.), certificates/licenses (current), and honors, awards, and special accomplishments (e.g., publications, memberships in professional societies, etc.).
- Use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes or via Government FAX machines will not be accepted.
- Disabled veterans or any other applicants eligible for non-competitive appointments should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by calling 1-888-536-9439.

2. **BC170D (See link on Atlanta Regional Employment web page).**
3. Each applicant must complete and submit the attached **Statement of Evaluation Criteria** for the Assistant Manager for Administration position. This form must be completed and submitted along with the application.

4. **OF-306, Declaration of Federal Employment** (See link on Atlanta Regional Employment web page.)
5. Take a test for the position.

You will be contacted concerning the date and location to take the test. Bring a copy of two forms of identification to the test session to verify employment eligibility, one being a State or Federal ID with photo. Seating is limited. No one will be admitted once testing begins. This agency provides reasonable accommodations to applicants with disabilities.

Send Application to:

**Bureau of the Census
Atlanta Regional Census Center
Marquis II Tower
285 Peachtree Center Ave. NE
Suite 1100
Atlanta, GA 30303**

ATTN: Mary Carson, Human Resources Specialist

APPLICATION DEADLINE: Application materials must be received by the closing date of the recruiting bulletin. **Applications received after this date will not be considered. Faxed Applications will not be considered. E-mailed applications will not be considered.**

Payment of relocation expenses IS NOT authorized.

For further information on this vacancy you may contact, 1-888-536-9439.

CONDITIONS OF EMPLOYMENT:

- This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.
- You will be required to complete a Declaration of Federal Employment (OF-306) at the time of application to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).

**THE U.S. DEPARTMENT OF COMMERCE IS AN
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER**

- **THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.**

**EVALUATION CRITERIA STATEMENT FOR
ASSISTANT MANAGER FOR TECHNOLOGY**

COLUMN A

Applicants are required to answer each of the three questions below in Column A by circling the best response and completing the corresponding information in Column B.

COLUMN B

Applicants are also required to complete the following.

1. Indicate the job from your attached resume or other application form that verifies the answer you selected. **OR**
2. Write in the space below your experience that supports your answer. In addition to listing your experience, you **must include** the employer's name and address, the title of the position, and the dates of employment.

1. Describe your experience managing automation functions to support field data collection activities and administrative programs. (Circle the appropriate letter.)

- a. I have experience managing an automation operation for **all** of the following: field data collection activities, production, **and** administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, **and** systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.
- b. I have experience managing an automation operation for **at least one** of the following: field data collection operations, production **or** administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues.
- c. I have experience working in an automation environment and troubleshooting automation related issues.
- d. My experience is less than what is described above.

Response must support answer circled in Column A.

2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (Circle the appropriate letter.)

- a. I have experience with **both** of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); **and** managing the implementation of solutions to correct complex problems regarding automation operation.
- b. I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.
- c. I have experience working in an automation environment and troubleshooting automation related issues.
- d. My experience is less than what is described.

Response must support answer circled in Column A.

EVALUATION CRITERIA STATEMENT FOR ASSISTANT MANAGER FOR TECHNOLOGY	
COLUMN A	COLUMN B
<p>3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization. (Circle the appropriate letter.)</p> <ul style="list-style-type: none"> a. I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff. b. I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff. c. I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees. d. My experience is less than what is described above. 	<p><i>Response must support answer circled in Column A.</i></p>